

**Your Medical ID card**

Carry your medical identification (ID) card with you all the time—so that you will have it if you need health care.

- In most MCOs, you will get one ID card with the name of the MCO on it. You will not get a new card each month. If you lose your card, call your MCO’s Member Services number to ask for a new one.
- In MEDALLION, you will get an ID card and a letter about your PCP. If you lose your card, call your local Department of Social Services to ask for a new one.

**When the PCP's office is closed**

If you need medical care when your PCP’s office is closed,

- If you are in an MCO, call the Member Services or 24-hour helpline number on your MCO ID card.
- In MEDALLION, call the PCP number on your ID card. Someone will be there to take your call 24 hours a day, 7 days a week—even on holidays.

**Emergencies**

An *emergency* is an injury or illness that could cause your death or permanent damage to your health. In an emergency,

- Call your PCP if you have time, or
- Call 911, or
- Go to the nearest hospital emergency room

Do not use the emergency room when there is no emergency. Go to your PCP for regular health problems.

**You can help your PCP**

You can help your PCP make your health care better if you:

- Show up for appointments
- Call your PCP if you cannot go to an appointment
- Take your ID card with you every time you go to the doctor or get medical services
- Make sure you have transportation to get to your appointment
- Talk to your PCP before you go to another doctor

Tell your Medicaid Eligibility Worker at DSS if you have a new address or any other changes, such as a new phone number, a new baby, other health insurance, marriage, death, or changes in the amount of money you make.



**If you have questions**

Call the Managed Care HelpLine at  
**1-800-643-2273**  
(TDD: 1-800-817-6608)

We are here to help you.  
You can call Monday to Friday,  
8:30 a.m. to 6:00 p.m.  
The call is free and we have  
interpreter and translator services.

Si quiere recibir esta información en español, llame a la línea de ayuda de atención administrada, al 1-800-643-2273.



**You and Your  
Primary Care  
Provider  
(PCP)**



*Virginia Department  
of Medical Assistance  
Services*

Managed Care HelpLine  
1-800-643-2273  
(TDD: 1-800-817-6608)

# Welcome to managed health care!

This brochure will tell you

- About the two kinds of managed care plans
- What a Primary Care Provider (PCP) is
- What a PCP can do for you
- How to choose a PCP
- How to change a PCP
- What to do when your PCP's office is closed
- When to carry your medical ID card
- What to do in an emergency

In your Managed Care Plan (MCO or MEDALLION), you will have a Primary Care Provider (PCP) to help manage your health care.

## There are two kinds of managed care plans:

- A **Managed Care Organization (MCO)** is a managed care plan in which your primary care provider works with a group of doctors and other health care providers to give you health care services.
- **MEDALLION** is a Medicaid managed care plan. In MEDALLION a primary care provider manages each member's health care services, and refers members to other Medicaid providers for specialty care if needed.

## What is a Primary Care Provider (PCP)?

A Primary Care Provider (PCP) is a doctor (or other health provider) that you choose to manage your health care. Whether you choose an MCO or MEDALLION, you will have a PCP.

With your own PCP you don't have to worry about finding doctors or other health providers. Your PCP can treat you or refer (send) you to someone else.

You do not need to choose the same PCP for your whole family. You can choose the PCP that is best for each person. The PCP you choose can be a family doctor, children's doctor (pediatrician), internist, or a certain clinic or health department. If you choose MEDALLION, you may also choose a women's doctor (OB/GYN) as your PCP.

## What the PCP does

The PCP will

- Get to know you and learn about your health care needs
- Treat you when you are sick or hurt
- Send you to another doctor if you need to go (this is called a *referral*)
- Give children regular checkups
- Treat problems early, before they get worse
- Keep your medical records

You must have a referral (permission) from your PCP before you go to any other doctor or health care provider. If you do not have a referral, you may have to pay the bill.

## How to choose a PCP if you are in an MCO

1. If you want the doctor you have now to be your PCP, call the MCO and ask if that doctor works with them. You can also call the doctor's office to ask.
2. If you don't have a doctor now, ask a friend to recommend (tell you about) a good doctor.
3. If you don't have a doctor now, you can also call the MCO to ask for a list of doctors to choose from.
4. After you decide, call the MCO to sign up with the PCP you choose.

## How to choose a PCP if you are in MEDALLION

1. If you want the doctor you have now to be your PCP, read the list that came with your letter to see if your doctor works with MEDALLION, or call the Managed Care HelpLine and ask.
2. If you don't have a doctor now, ask a friend to recommend a good doctor.
3. If you don't have a doctor now, you can choose from the list of MEDALLION PCPs that are in your area.
4. After you decide, call the Managed Care HelpLine at 1-800-643-2273 to sign up with the PCP you choose.

## How to change your PCP

If you are in an MCO and want to change your PCP, call the Member Services number on your MCO card. They will help you.

If you are in MEDALLION, call the Managed Care HelpLine at 1-800-643-2273. They will help you.



## Questions?

Call the  
**Managed Care HelpLine at  
1-800-643-2273  
(TDD: 1-800-817-6608).**

**We are here to help you.  
Translation service available.**